

## NCUA On-Line Financial Literacy Frequently Asked Questions

### **1. Where can I find the training?**

The training is at <http://ncua.learn.com/directortraining>.

### **2. How do I register for the training?**

After navigating to the URL noted above, click on the link on the right side that says “If you are not yet registered, click here to register now.” At the registration page, you will enter the following information:

- A username of your choice
- A password of your choice
- Your first and last name
- An address (can be the credit union’s)
- A valid e-mail address
- Your credit union’s name and charter number
- Payment information including a financial institution routing number, payment account number (typically checking account), and the name on the payment account.

### **3. Why do I need to provide payment information?**

There is a \$15 per user fee to complete this training.

### **4. Do I have to complete the training as soon as I register for an account?**

No, you have 2 weeks from the date the account is opened to complete the training. The user account will expire after 2 weeks.

### **5. I forgot my password. How do I access my account?**

First try the “Forgot Password?” link on the left side of the log in page. If you are not able to reset your password by answering the challenge questions, please send an e-mail to [LearnCenter@ncua.gov](mailto:LearnCenter@ncua.gov) for assistance.

### **6. Can I pay for the training with a credit card?**

At this time, we are not able to process credit card payments. Payments can only be processed via ACH using the routing and account numbers provided during registration.

### 7. Do I have to complete the test?





You must view all pages to complete the course. There is no minimum test score required.

### 8. How do I get a certificate?

There are two ways to get a certificate. First, at the end of the course, there is a pop up window that gives an opportunity to print a certificate. If you don't see that window, the other option is at the home page of the training. At the bottom of the page, you will see this image:

Your Courses In Progress						
You have no courses in progress						

Your Courses Completed						
Title	Date Started	Date Completed	Last Viewed	Score	Expiration Date	Actions
<a href="#">Financial Statements for Non-financial Professionals</a>	5/31/2011 5:01 PM (GMT-05:00)	7/21/2011 3:53 PM (GMT-05:00)	7/21/2011 3:54 PM (GMT-05:00)	12%	N/A	  
<a href="#">Financial Statements for Non-financial Professionals</a>	5/31/2011 5:01 PM (GMT-05:00)	7/21/2011 3:53 PM (GMT-05:00)	7/21/2011 3:54 PM (GMT-05:00)	<a href="#">click here</a>	N/A	

Click on the icon noted with the blue arrow above to open a new window with a certificate. You can print a certificate from that window.

### 9. The course won't load or it is running very slow. How do I fix that?

Please check system requirements for this course here:

<http://documentation.skillsoft.com/21054.htm>

Please check Java version requirements here:

<http://support.skillsoft.com/customer/incorrectjava.htm>

Once you have confirmed your computer meets the system requirements and has a correct Java version, please e-mail [LearnCenter@ncua.gov](mailto:LearnCenter@ncua.gov) for assistance.

### 10. I have other questions. Who can I contact?

Please e-mail [LearnCenter@ncua.gov](mailto:LearnCenter@ncua.gov) with any questions.